

*Amendment to the Specification*

1. Please amend the paragraph on page 15, line 6, which begins with “The layer of intelligence 218” as follows:

The layer of intelligence **218** assigns a sensitivity and security level to the items in the database **214**. Information items that are confidential or personal in nature, for example, a message from a spouse or an email marked "confidential", may be marked at higher sensitivity levels, meaning that the user may not want others to hear them. The security level is used so that content providers may stipulate the delivery mechanisms that are acceptable to them. For example, a corporate email system may let the user set an outgoing email to a high security level. The high security level indicates to the voice processing system that the item should not be delivered over less-secure delivery channels.